

Appn. No. 09/641,449
Docket No. 6169-179
Reply to Office Action of August 26, 2003

IBM Docket No. GB9-2000-0034 US1

Amendments to the Claims:

This listing of claims will replace all prior versions and listings of claims in the instant application:

Listing of Claims:

1. (currently amended) An interactive voice response (IVR) system having:
a plurality of speech technology software modules, each module for receiving
recognising speech input from a user or producing generating speech output for a user;
a voice application defining a plurality of interactions between a caller and the
speech technology modules;
each interaction having a task property and an interaction environment property;
a speech technology selection module for selecting, for each interaction, one of
the speech technology modules from the plurality of the modules to be used by the
application according to the environment property of the interaction.
2. (original) An IVR as in claim 1 further comprising:
a plurality of parameter sets associated with each speech technology module;
a parameter selection module for selecting one of the parameters sets for use
with the selected speech technology module according to the environment property of
the interaction and the task property of the environment.
3. (original) An IVR as in claim 1 wherein the environment property comprises a
language identifier.
4. (original) An IVR as in claim 1 wherein the environment property comprises a
regional identifier.
5. (original) An IVR as in claim 1 wherein the environment property comprises a
call type identifier.

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6. (currently amended) An IVR as in claim 1 wherein the application defines an the application environment property and wherein an the environment properties property of an interaction takes priority.

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